

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 18  
**Fiscal Year:** 2017/2018  
**Posted Date:** 12/18/2017  
**Reposted Date:** N/A

**RETITLE AND AMEND THE FOLLOWING JOB CODE(S):**  
**(Job specification(s) attached)**

Item #	Job Code	Former Title	New Title
1	1478	Senior Water Services Clerk	Utility Services Representative
2	1480	Principal Water Services Clerk	Utility Services Representative Supervisor

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

**For additional information regarding this proposed classification action**, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at [Stephen.Fu@sfgov.org](mailto:Stephen.Fu@sfgov.org).

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Christopher Colandene, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: UTILITY SENIOR WATER SERVICES REPRESENTATIVE CLERK  
Job Code: 1478

### DEFINITION

Under general supervision, performs difficult, responsible and specialized journey-level clerical duties in the Customer Service Bureau and other commercial divisions, such as Water Conservation, City Distribution, and Water Quality Divisions of the San Francisco Public Utilities Commission (SFPUC) water department in connection with establishing and maintaining consumer water, Wastewater, and Power services; may exercise supervision over personnel engaged in performing various aspects of this work; and performs related duties as required.

~~Requires considerable responsibility for billing; collections; interpreting, enforcing and carrying out existing policies, rules, regulations and procedures relative to division operations; making regular contacts with other departmental personnel and the general public in connection with water department activities; and preparing and maintaining a wide variety of complex records, reports, and documents relative commercial division operations.~~

### DISTINGUISHING FEATURES

~~This is the senior-level position in the Water Clerk series. It 1478 Utility Services Representative is distinguished from the 1480 Principal Water Services Clerk Utility Services Representative Supervisor in that the latter has supervisory responsibilities, and incumbents of the 1480 class perform work that is more complex and difficult than that performed by incumbents in the 1478 position.~~

### SUPERVISION EXERCISED

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

- ~~1. Receives and processes Plans, assigns and reviews the work of water service clerks and related personnel in the receipt of applications for service installations, including payments for cost of service, deposits for service installation and guarantee deposits; assigns, checks and reviews the work of utility field personnel district water servicemen to assure performance and compliance with orders issued.~~
- ~~2. Reviews tabulates, adjusts, collection station remittances; maintains record of collections, postage and check payments for monthly collection station services; interviews and instructs collection station personnel.~~
- ~~23. Prepares and maintains reports and documents relative to the establishment, maintenance, billing, collection, and reporting of utility services as well as land leases and permits. and keeps up-to-date statistics on all sources of department collections; coordinates and computes daily information. as to the collection department's operations for monthly and annual reports, checks, proves and disburses monthly carfare, telephone and~~

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~~parking meter expense vouchers submitted by the department's employees.~~

~~34. Discusses consumers ledger accounts with consumers, as necessary; Audits consumer meter records, billings as to service charges, water charges, minimum billing and total billing control to detect and correct discrepancies; maintains related records.~~

~~5. Posts debits and credits to suspense account and maintains suspense balance; posts allowances, transfers, debits, credits to active accounts and suspense accounts; maintains customers guarantee deposit' account, general office over-payments and refund adjustments.~~

~~46. Calculates resale customer accounts billing, including demand charges; consolidates billing and related procedures; prepares and maintains necessary records.~~

~~7. Is responsible for the tabulation of daily payments; makes control audit sheets for account clerks; performs involved clerical duties in relation to collection procedure on closed accounts; maintains tabulations on resale customer accounts and maintains records of department operations.~~

~~58. Is responsible for involved clerical work in connection with meter changes, found-ons, split bills and related clerical work pertaining to commercial division operations.~~

~~69. Collects, compiles, and analyzes data required for a variety of billing needs and **applications for rebates of various water or energy conservation programs and** reports.~~

~~740. Initiates field activities for service turn-ons and shut-offs, meter changes and installation changes for use by field service personnel and yard offices; Also determines and collects deposits and processes consumer payments using a specialized computer system, as required.~~

~~844. Receives requests, complaints, and inquiries regarding opening, discontinuing, increasing or installing water services, reducing sewer service charge, billing inquiries. Takes necessary action to by initiating or handling correspondence or telephone contacts to consumers explaining discrepancies or abnormal billing or addressing consumer complaints and inquiries based on operating procedures, records, department rules and regulations, plumbing code and other sources.~~

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

~~Water, and wastewater and power Sewer S service procedures, rules and regulations, water utility rates, departmental operations, policies, and methods; and billing methods.~~

Ability and Skill to:

~~Plan, assign, organize and review clerical and office activities; make difficult arithmetical calculations; analyze, and compute data; maintain charts and reports; deal effectively and courteously with employees, customers and the general public; supervise subordinates effectively; clearly explain rules, rates, and regulations to co-workers and water and sewer utility service consumers, and accurately interpret verbal request; write orders to departmental personnel, interpret written work orders that are received, and initiate correspondence to consumers regarding service, billing, and appeals procedures; ability to use problem solving~~

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techniques to break down complicated problems and decide on strategies to overcome those difficulties; ability to lift heavy (45 lbs.) record books; ability to operate a 2-way radio in order to maintain communications with field personnel; ~~ability to train, monitor, and review the work of subordinate clerical employees when 1480 is absent;~~ apply modern office methods, techniques and procedures to practical clerical and office problems as they particularly apply to Bureau and Divisions operations; utilize a computer for data entry and word processing.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

One (1) year of ~~verifiable~~ clerical experience in a ~~high volume~~ customer service, billing or collection department of a utility, bank, department store, Insurance Company or credit agency. ~~(One year experience in Class 1468 Water Services Clerk will be the standard used to evaluate the required experience).~~ This experience must include extensive public contact by phone or in person, with more than 50% of the job duties dealing with complaints and inquiries.

AND

~~2. Ability to type 35 wpm net. (Each applicant must complete the online Typing Self-Certification Form, located in the Supplemental Questionnaire section of the online application and must be completed with the application.)~~

License and Certification:

Substitution:

**SUPPLEMENTAL INFORMATION**

To: 1480 Utility Services Representative Supervisor — ~~Principal Water Service Clerk~~  
From: ~~Water Service Clerk~~

**PROMOTIVE LINES**

ORIGINATION DATE: 02/23/1961

AMENDED DATE: 01/23/2014; 12/XX /2017 (Amended & Retitled)

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: UTILITY SENIOR WATER SERVICES REPRESENTATIVE~~CLERK~~  
Job Code: 1478

**REASON FOR AMENDMENT**

*To accurately reflect the current tasks, knowledge, skills & abilities,  
and minimum qualifications.*

**BUSINESS UNIT(S):**

COMMN

CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: **PRINCIPAL UTILITY WATER SERVICES CLERK REPRESENTATIVE SUPERVISOR**  
Job Code: 1480

### DEFINITION

Under general direction, is responsible for supervising the activities of subordinate **Utility water sServices** personnel engaged in various and important work in the maintenance of consumer services and fiscal records and related activities **at the Customer Service Bureau and other divisions such as Water Conservation, City Distribution, and Water Quality Division** of the **San Francisco Public Utilities Commission (SFPUC)**, ~~commercial division~~ in connection with establishment of consumers' credit, current accounts, closed accounts, billing and collections, ~~and performs related duties as required.~~ **This is the first-level supervisor in the Utility Services Representative series.**

~~Requires major responsibility for interpreting, enforcing and carrying out existing policies, rules and regulations and applicable rates as they relate to consumers, accounts, collection procedure, credits and closed accounts; and making regular and important contacts with other departmental personnel, the general public and outside organizations in connection with commercial division activities.~~

### DISTINGUISHING FEATURES

~~This is the principal level in the Water Services Clerk series. It~~ **1480 Utility Services Representative Supervisor** is distinguished from 1478 **Utility Services Representative Senior Water Services Clerk** in that it ~~the former~~ **the former** has supervisory responsibilities, ~~and incumbents perform work that is more complex and difficult than that performed by incumbents in the 1478 position.~~ **1480 is further distinguished from 4310 Customer Service Billing and Collection Assistant Supervisor in that the latter is a second-level supervisor with greater independence of action and decisions.**

### SUPERVISION EXERCISED

Supervise subordinate **Utility Water Services Clerks Representatives.**

### EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Plans, assigns, supervises and is responsible for the work of subordinate personnel to assume conformance with existing policies, procedures; rules and regulations, rates and their proper interpretation as they apply to consumers' accounts; evaluates the work performance of employees and/or reviews the evaluations made by subordinate supervisory personnel to ensure that performance standards are maintained; participates in the interviewing and selection of new employees and recommends to superiors the best qualified candidate(s). ~~(1480's supervisor makes the final decision).~~
2. **Oversees** ~~Supervises~~ and is responsible for the preparation and maintenance of a wide, variety of records and reports including important statistical reports and records on **Bureau's and commercial Ddivisions'** activities and operations; collects, compiles and

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analyzes data required for a variety of billing needs and reports

3. Performs difficult clerical procedures and practices involving the exercise of individual judgment and knowledge of applicable laws, rules and regulations, rates and departmental procedures.
4. Answers inquiries ~~of from~~ the general public; ~~either by telephone, letter or personal interview;~~ answers departmental inquiries relating to ~~water~~ the department's activities; assists in resolving a wide variety of ~~problems and complaints~~.
5. Reviews daily activities and resolves day-to-day problems as they apply to division, activities and as encountered by subordinate personnel.
6. ~~Is responsible for instructing~~ Instructs new personnel in office activities and procedures; supervises in-service, training for assigned activities.
7. Researches, reviews, and makes recommendations concerning issues and actions affecting departmental programs and goals, and the computerized billing and collection system.
8. Interfaces with staff at all levels and representatives of other departments to consult, research, and advise on matters, including special projects delegated by the administrator.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: Modern clerical and office methods, procedures and techniques; the use of common office ~~appliances and equipment~~; the interpretation and application of ~~W~~water, wastewater, and power ~~Sewer S~~services ~~P~~procedure, departmental organization, and applicable laws, policies, ~~water~~ utility rates, rules and regulations, particularly as they apply to Bureau and ~~water department commercial~~ Divisions operations; billing and collection methods;.

Ability and Skill to: Plan, organize, supervise, and be responsible for the work of subordinate personnel or diversified clerical and computerized operations; exercise good judgment in procedures and also in explaining and resolving disputes and differences arising with customers, the general public and other departmental personnel; communicate effectively and courteously with consumers, organizations and the general public; ability to write reports, procedural manuals, memos, and other correspondence; ability to research, compile, collect, and calculate statistical data; ability to use problem solving techniques to break down complicated problems and decide on strategies to overcome those difficulties; ability to read and comprehend complex rules, regulations, legislation, and other materials; ~~written at approximately 12th grade or above reading level;~~ provide customer services, apply modern office practices and procedures to practical Bureau's and ~~commercial~~ Divisions' operations and problems; ~~typing skills equivalent to 35 wpm~~

### **MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s)*

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*which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

Experience:

1. ~~Two (2) years of verifiable senior level clerical experience in a customer service, billing or collection department of a utility, bank, department store, insurance company, or credit agency. (Two years of experience in Class 1478 Senior Water Services Clerk will be the standard used to evaluate the required experience). The required experience must include extensive public contact with more than 50% of the job duties dealing with complaints and inquiries. Written verification of experience will be requested, please refer to verification section of the announcement. AND~~

2. ~~Ability to type 35 wpm net, and working knowledge of the following Computer software: Microsoft Word, PowerPoint and Excel. (Each applicant must complete the online Typing and Computer Software Knowledge Self-Certification Form, located in the Supplemental section of the online application and must be completed with application.)~~

License and Certification:

Substitution:

**One (1) year (30 semester/45 quarter units) of major coursework in accounting, finance, computer science, banking, or business administration from an accredited college or university may substitute for one year of qualifying experience.**

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: ~~4310 Commercial Division, Assistant Manger~~

From: **1478 Utility Services Representative** ~~Senior Water Service Clerk~~

**ORIGINATION DATE:** 02/23/1961

**AMENDED DATE:** 01/03/2014; **12/XX/2017 (Amended & Retitled)**

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

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Title: ~~PRINCIPAL UTILITY WATER SERVICES CLERK~~ REPRESENTATIVE SUPERVISOR  
Job Code: 1480

BUSINESS UNIT(S):                      COMMN